



Safety Center
NORTH AMERICAN OPERATIONS

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OFFICE
DEFECTS INVESTIGATION

February 4, 1999

Mr. K. N. Weinstein
Associate Administrator for Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

99V-025 (01)

Dear Mr. Weinstein:

The following information is submitted pursuant to the requirements of 49 CFR 573.5 as it applies to a determination by General Motors of a defect which relates to motor vehicle safety involving 1994 CK Trucks.

573.5(c)(1): Chevrolet and GMC Divisions of the General Motors Corporation.

573.5(c)(2)(3)(4): This information is shown on the attached sheet.

573.5(c)(5): General Motors has decided that a defect which relates to motor vehicle safety exists in 1994 CK Trucks. These vehicles were built with the polarity of the wiring for the zero adjust brake switch reversed from what was specified on the switch drawing. With the reversed polarity, the contacts in the brake switch can wear out prematurely. The brake switch will perform normally until the brake switch contacts wear out. When worn out, the contacts fail to close when the brake pedal is applied. This results in loss of the brake lamps without any warning to the driver, which would fail to warn a following driver that the vehicle is braking and could lead to a vehicle crash.

573.5(c)(7): General Motors first became aware of this condition in May 1998. An investigation was initiated to determine the cause and extent of the condition.

573.5(c)(8): This information will be set forth in the dealer bulletin.

573.5(c)(9): Draft copies of the owner notification and dealer bulletin are attached. General Motors plans to notify dealers of this campaign in February 1999. General Motors will notify owners when parts are available in sufficient quantities to conduct the recall. The final owner letter and dealer bulletin will be forwarded when they are available.

Sincerely,


Frank C. Sorye, Jr.
Director
Product Investigations

1847 / 98085
attachments

Product Investigations

Mail Code 490-109-304 • 30500 Mound Road • Warren, Michigan 48090-8055
Phone: (810) 885-8009 • Fax: (810) 847-2318
1997.DOC



573.5(c)(2)(3)(4)

**VEHICLES POTENTIALLY AFFECTED BY MAKE, MODEL, AND MODEL YEAR
PLUS INCLUSIVE DATES OF MANUFACTURE**

<u>MAKE</u>	<u>MODEL SERIES</u>	<u>MODEL YEAR</u>	<u>NUMBER INVOLVED</u>	<u>INCLUSIVE MANUFACTURING DATES</u>		<u>DESCRIPTIVE INFO. TO PROPERLY IDENT. VEH.</u>	<u>EST. NO. W/CONDITION</u>
				<u>(FROM)</u>	<u>(TO)</u>		
							100%
Chevrolet	CK	1994	891,477	3/93	9/94	Pickups	.
Chevrolet	CK	1994	13,938	3/93	9/94	Crew Cab	.
Chevrolet	CK	1994	7,569	3/93	9/94	C3500 HD	.
Chevrolet	CK	1994	98,258	3/93	9/94	Suburban	.
Chevrolet	CK	1994	28,834	3/93	9/94	Utility	.
							.
GMC	CK	1994	196,328	3/93	9/94	Pickups	.
GMC	CK	1994	3,934	3/93	9/94	Crew Cab	.
GMC	CK	1994	3,718	3/93	9/94	C3500 HD	.
GMC	CK	1994	38,515	3/93	9/94	Suburban	.
GMC	CK	1994	9,830	3/93	9/94	Utility	.
Total Involved			988,587				



Campaign Bulletin

**** GM Confidential ****

File In Section: Product Campaigns
Bulletin No.: B-12-98-06
Date: Month, 1998
Draft #: Final

99V-025 (03)



PRODUCT RECALL CAMPAIGN

PRODUCT SAFETY CAMPAIGN

SUBJECT: 980## - BRAKE SWITCH WIRING POLARITY

MODELS: 1994 CHEVROLET AND GMC C/K

DRAFT

A FINAL VERSION OF THIS DRAFT WILL BE USED
IF THERE IS A DECISION TO CAMPAIGN

This campaign bulletin, minus your assigned VIN listing, is being forwarded to you at this time in order to take care of those customers who bring their vehicle in for inoperative brake lamps prior to their notification of this campaign.

GM probably will not begin notifying owners of this campaign until **XXX, XX**. That is when parts are expected to be available in sufficient quantities to support this campaign. A VIN listing will be sent to dealers at that time.

In the meantime, should an owner bring in a 1994 C/K because the brake lamps exhibit the condition described in the "Defect Involved" section of this bulletin, check the VIN against VISS to determine whether the vehicle is included in the campaign bulletin.

- If it is included in VISS or ServiceNet (for GMC dealers), repair the vehicle per this campaign bulletin, and charge the repair to the campaign using the campaign labor operation number.
- If the vehicle is not included in the campaign bulletin population, treat as a customer-pay repair.

Vehicles included in the campaign that are repaired before **XXX, XX**, will be removed from the campaign prior to owner notification letters being mailed.

The Highway Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty (60) days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the divisional letter that is being sent to customers, the customers are being instructed to contact the appropriate Customer Assistance Center if their dealer does not remedy the condition within five (5) days of the mutually agreed upon service date. If the condition is not remedied within a reasonable time, they are instructed on how to contact the National Highway Traffic Safety Administration.

DEFECT INVOLVED

General Motors has decided that a defect which relates to motor vehicle safety exists in all 1994 Chevrolet and GMC C/K model vehicles. These vehicles were built with the polarity of the wiring for the zero adjust brake switch reversed from what was specified on the switch drawing. With the reversed polarity, the contacts in the brake switch can wear out prematurely. The brake switch will perform normally until the brake switch contacts wear out. When worn out, the contacts fail to close when the brake pedal is pressed. This results in the loss of the brake lamps without any warning to the driver, which could fail to warn a following driver that the vehicle is braking and could lead to a vehicle accident.

To prevent the possibility of this condition occurring, dealers are to replace the brake switch and reverse the wiring.

VEHICLES INVOLVED

Involved are all 1994 Chevrolet and GMC C/K model vehicles built within the following VIN breakpoints:

YEAR	DIVISION	MODEL	PLANT	PLT. CODE	FROM	THROUGH
1994	Chevrolet	Pickup	Oshawa	"1"	R1100002	R1328725
1994	Chevrolet	Crew-Cab	Janesville	"J"	RJ300075	RJ420807
1994	Chevrolet	C3500HD	Janesville	"J"	RJ100001	RJ116742
1994	Chevrolet	Chassis Cab	Pont. East	"E"	RE100002	RE314501
1994	Chevrolet	Chassis Cab	Ft. Wayne	"Z"	RZ100000	RZ288043
1994	Chevrolet	Blazer	Janesville	"J"	RJ300069	RJ447586
1994	Chevrolet	Suburban	Janesville	"J"	RJ300070	RJ447584

					700027	772082
1994	GMC	Pickup	Oshawa	"I"	R1500001	R1593911
1994	GMC	Crew-Cab	Janesville	"J"	RJ700029	RJ761003
1994	GMC	C3500HD	Janesville	"J"	RJ500001	RJ624830
1994	GMC	Chassis Cab	Pont. East	"E"	RE500001	RE566610
1994	GMC	Chassis Cab	Ft. Wayne	"Z"	RZ500000	RZ572009
1994	GMC	Yukon	Janesville	"J"	RJ700024	RJ772071
1994	GMC	Suburban	Janesville	"J"	RJ700027	RJ772082

Important: Dealers should confirm vehicle eligibility through VISS (Vehicle Information Service System) or ServiceNet (GMC only) prior to beginning campaign repairs. [Not all vehicles within the above breakpoints may be involved.]

Involved vehicles have been identified by Vehicle Identification Number. Computer listings containing the complete Vehicle Identification Number, customer name and address data have been prepared, and are being furnished to involved dealers with the campaign bulletin. The customer name and address data furnished will enable dealers to follow-up with customers involved in this campaign. Any dealer not receiving a computer listing with the campaign bulletin has no involved vehicles currently assigned.

These dealer listings may contain customer names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is a violation of law in several states. Accordingly, you are urged to limit the use of this listing to the follow-up necessary to complete this campaign.

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from General Motors Service Parts Operations (GMSPO). Please refer to your "Involved vehicles listing" prior to ordering requirements. Normal orders should be placed on a DRO = Daily Replenishment Order. An emergency requirement should be ordered on a CSO = Customer Special Order.

Part Number	Description	Quantity/ Vehicle
12450076	Brake Switch	1

CUSTOMER NOTIFICATION

Customers will be notified, in phases, of this campaign on their vehicles by General Motors beginning XXX, XX.

DEALER CAMPAIGN RESPONSIBILITY

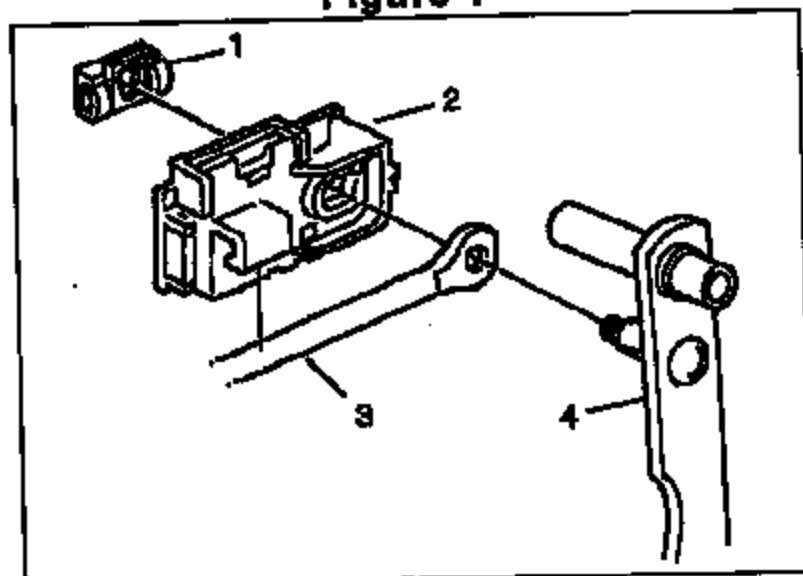
Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service in the future, please take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

SERVICE PROCEDURE

1. Remove the negative battery cable.
2. Remove the retainer from the brake pedal pin and unsnap the stop lamp switch from the pushrod (Figure 1).
3. Remove the wiring connector from the switch and discard the switch.
4. With the switch removed, unsnap the side/locking cover on the wiring connector and remove the wires in cavities A & B. Re-index the wires as follows:
 - *Utilities and Suburbans*
White wire in cavity A, and the orange wire in cavity B.
 - *All other models*
Yellow wire in cavity A, and the orange wire in cavity B.
5. Repair the locking tab on the terminals and insert wires into the new cavities and snap closed the side/locking cover on the connector.
6. Reinstall the wiring connector to the new stoplamp switch and snap the switch to the pushrod (Figure 1).
7. Locate the switch on the brake pedal pin and install the retainer.
8. Connect the negative battery cable.
9. Install the GM Campaign Identification Label.

Figure 1



Legend:

1. Retainer
2. Switch
3. Pushrod
4. Brake Pedal

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with the instructions outlined in this Product Campaign Bulletin will require a "Campaign Identification Label". Each label provides a space to include the campaign number and the five (5) digit dealer code of the dealer performing the campaign service. This information may be inserted with a typewriter or a ball point pen.

Each "Campaign Identification Label" is to be located on the radiator core support in an area which will be visible when the vehicle is brought in by the customer for periodic servicing. When installing the Campaign Identification Label, be sure to pull the tab to allow adhesion of the clear protective covering. Additional Campaign Identification Labels can be obtained from VISPAK Incorporated by calling 1-800-269-5100 (Monday-Friday, 8:00 a.m. to 4:30 p.m. EST). Ask for Item Number S-1015 when ordering.



Apply the "Campaign Identification Label" only on a clean, dry surface.

CLAIM INFORMATION

Submit a Product Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	FAILED PART NO.	PARTS ALLOW	CC-FC	LABOR OP	LABOR HOURS	NET ITEM
Rewire and Replace Brake Switch	1	---	**	MA-98	V__0	0.3	***

* For Campaign Administrative Allowance, add 0.1 hours to the "Labor Hours".

** The "Parts Allowance" should be the sum total of the current GMSPO Dealer Net price plus 40% for the brake switch needed to complete the repair.

*** The amount identified in the "Net Item" column should represent the total reimbursed to customer for a previous customer-paid repair to the brake switch, if applicable. See Reimbursement section below for required documentation.

Refer to the General Motors Corporation Claims Processing Manual for details on Product Campaign Claim Submission.

REIMBURSEMENT

99V-025 (08)

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of unreimbursed repair expense(s), a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by WINS.

IMPORTANT: Refer to the appropriate divisional service policies and procedures manual, section 1.6.2, for specific procedures regarding customer reimbursement verification.



980##

99/- 025 09

(Sample Of Notification Used)

<Month Of Mailing>, 199#

Dear Chevrolet/GMC Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect which relates to motor vehicle safety exists in all 1994 Chevrolet and GMC C/K model vehicles. These vehicles were built with the polarity of the wiring for the zero adjust brake switch reversed from what was specified on the switch drawing. With the reversed polarity, the contacts in the brake switch can wear out prematurely. The brake switch will perform normally until the brake switch contacts wear out. When worn out, the contacts fail to close when the brake pedal is pressed. This results in the loss of the brake lamps without any warning to the driver, which could fail to warn a following driver that the vehicle is braking and could lead to a vehicle accident.

What Will Be Done: To prevent the possibility of this condition occurring, your Chevrolet/GMC dealer will replace the brake switch and reverse the wiring. This service will be performed for you at no charge.

How Long Will The Repair Take? The length of time required to perform this service correction is approximately 20 minutes. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.

Contacting Your Dealer: Please contact your dealer as soon as possible to arrange a service date. Parts are available and instructions for making this correction have been sent to your dealer. Please ask your dealer if you wish to know how much time will be needed to schedule, process and repair your vehicle. Your Chevrolet/GMC dealer is best equipped to obtain parts and provide services to correct your vehicle as promptly as possible. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the appropriate Customer Assistance Center at the listed number below:

Division	Number	Deaf, Hearing Impaired or Speech Impaired *
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-462-8583

* Utilizes Telecommunication Devices for the Deaf/Text Telephones (TDD/TTY)

If, after contacting the appropriate Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street SW, Washington, DC 20590 or call 1-800-424-9393 (Washington, DC residents use 202-366-0123).

Customer Reply Card: The enclosed customer reply card identifies your vehicle. Presentation of this card to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the postage paid reply card and returning it to us.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Chevrolet/Pontiac-GMC Division
General Motors Corporation

Enclosure